**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**

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North Carolina Identity Management Service (NCID)

What is NCID?

The North Carolina Identity Management Service (NCID) is the standard identity and access management platform provided by the Department of Information Technology. NCID is a web-based application that provides a secure environment for state agency, local government, business and individual users to log in and gain access to real-time resources, such as customer-based applications and information retrieval.

With an NCID account, Prepaid Health Plans (PHPs) will have access to many resources, including:

- NCTracks
- Encounter Processing System (EPS)
- NC FAST
- PHP Metadata

How to Obtain an NCID

PHPs must register—as a business—for an NCID account.

To register, visit https://ncid.nc.gov and select "Register!" in the lower right-hand corner. Next, select "Business" as the user type and follow the instructions to complete new user registration.

Note: All registered users of the NCID system must adhere to the policy of using strong passwords. Strong passwords must contain a minimum of eight characters and no more than 35 characters. A user cannot reuse a password he or she has previously used in the NCID system.

Business User Resources

NCID Self-Service Password Reset (SSPR)

To improve efficiency, the NCID application has added a new service called Self-Service Password Reset (SSPR). SSPR allows users to reset passwords and unlock their own accounts.

To access SSPR, visit it.nc.gov/services.

NCID User Guide

The NCID User Guide provides an overview of NCID fundamentals, including instructions for managing your account.

The NCID User Guide is available at it.nc.gov/ncid-user-guide.

NCID Frequently Asked Questions

For additional information about NCID, visit the NCID FAQs page at it.nc.gov/ncid.